

## DoD Space Planning Criteria for Health Facilities

### Patient Services

#### 5.8.1. PURPOSE AND SCOPE:

This section provides guidance for the planning of general patient services in medical facilities.

#### 5.8.2. DEFINITIONS:

**Automated Teller Machine (ATM):** An automated machine where patrons can withdraw money from their account. Typically associated with a specific bank that has a contract on the base or post to provide this banking service.

**Exchange Service:** Retail outlets and services shops operated directly by, or under contract to, the exchange service of either the Army, Air Forces or by the Navy.

**Entry:** The door(s) and the exterior portion of the access to a medical treatment facility. This will include a covering to shelter people from the weather while waiting for vehicle pick-up.

**Lobby:** The anteroom of the building through which most visitors/patients enter and depart the medical treatment facility. American Institute of Architects' Guideline for Design and Construction of Hospital and Health Care Facilities, require that lobbies include: a counter or desk for reception and information, public waiting area(s), public toilet facilities, public telephones and drinking fountain(s).

**Vestibule:** A passageway connecting the outside to the interior of the building. This is intended to provide a transition from the exterior to the interior and visa versa. This is also intended to provide a buffer from wind and weather.

#### 5.8.3. POLICIES:

Each medical treatment facility will have covered entries where patients are intended to enter the facility.

Each medical treatment facility will have vestibules at patient entries.

#### 5.8.4. PROGRAM DATA REQUIRED:

- Is a freestanding clinic or a hospital being programmed?
- If this is a freestanding clinic, what is the projected number of providers?
- How many patient advocate FTE's are there?
- Will there be an Exchange Retail Store in the facility?
- Will there be a Flower Shop in the facility?
- Will there be a coffee or fast food shop in the facility?
- Will there be an ATM Machine in the facility?
- How many barbers are projected to be working in this facility?
- How many beauticians are projected to be working in this facility?
- How many volunteers are projected?
- What is the maximum number of volunteers on duty at one time?
- How many health care providers are projected to be working in this facility?

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#### 5.8.5. SPACE CRITERIA:

FUNCTION	AUTHORIZED		PLANNING RANGE/COMMENTS
	m <sup>2</sup>	nsf	
Patient Areas			
Patient Advocate Waiting Area	7.43	80	80 nsf minimum, add and additional 40 nsf for each advocate FTE over one.
Patient Advocate’s Office	11.15	120	One office per patient advocate FTE.
Exchange Retail Store (Gift Shop)	37.16	400	One per hospital if AAFES/NES agrees to provide. More space can be programmed if agreement is reached with the Army and Air Force Exchange Service or the Navy Exchange Service.
Food Service Vendor Space (Coffee or Fast Food Shop)	33.45	360	One per hospital if AAFES/NES agrees to provide. More space can be programmed if agreement is reached with the Army and Air Force Exchange Service or the Navy Exchange Service.
Flower Shop	7.43	80	One per hospital when there is contract for this service projected.
Vending Machine Area	1.86	20	20 nsf per vending machine area. Minimum one. One vending machine per 15,000 nsf of clinic space.  One vending machine per 10,000 nsf of hospital clinic space. Note: Vending machine may be consolidated in one area, or may be decentralized for more convenient customer access.
ATM Machine	3.72	40	One when a contract for this service is projected.
Barber Shop	11.15	120	Minimum One barber shop per hospital when a contract for this service is projected. Minimum of 120 nsf for a one chair barber shop, add 60 nsf for each additional chair. Determine the number of chair based on barber contract.
Beauty Shop	11.15	120	Minimum. One beauty shop per hospital when a contract for this service is projected. Minimum of 120 nsf for a one beautician, add 60 nsf for each additional beautician. Determine the number of beauticians based on the contract for beauty shop services.

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	m <sup>2</sup>	nsf	
American Red Cross			
Red Cross Director	13.01	140	One when Red Cross Director assigned.
Secretary to the RC Director	11.15	120	One when secretary FTE documented, space for secretary and visitor waiting.
Volunteers' Lounge	9.29	100	Minimum. 100 nsf, provide 10 nsf for every projected volunteer on duty at one time in excess of ten.
Volunteers' Locker Room:			
Male locker room	9.29	100	Minimum. Provide 7 nsf for every projected volunteer on duty at one time in excess of ten.
Female locker room	9.29	100	Minimum. Provide 7 nsf for every projected volunteer on duty at one time in excess of ten.
Medical Treatment Facility Entries (from the exterior)			Covered (sheltered) entries shall be provided on the exterior of a building and their net square foot is calculated as "half space."
Exterior Clinic Entries	4.65	50	Provide 100 square feet of covered entry on the exterior of the entry to a free standing clinic.
Exterior Hospital Entries	9.29	100	Provide 200 square feet for each of the following hospital entries: Ambulatory or clinic entry X 2, hospitalized patient entry, staff entry (four entries).
Lobbies			The lobby area includes public telephones, water fountain(s), wheelchair storage alcove, and building directories.
Free Standing Clinic Lobby	18.58	200	Minimum 200 nsf. 4 nsf per provider projected. This area is also listed in Section 3.1, paragraph 3.1.5: do not list twice.
Hospital Lobby		varies	2 nsf per provider projected, maximum of 800 nsf
Information Desk	5.57	60	One per free standing clinic with more than 15 providers and one FTE to staff the desk projected. Two per hospital, one for the clinic entry and one for the inpatient visitor entry, when FTE staffing is projected for two desks.
Lobby Vestibule	5.57	60	One per lobby.